

One of the most important things I do as a Member of Congress is Casework, or helping people with problems involving a federal agency. Although I cannot override the decisions made by a federal agency, or direct an agency to decide a matter in your favor, I can often intervene on your behalf to answer questions, find solutions, and ensure that you are treated fairly.

Please note that under the Freedom of Information and Privacy Act, your written permission is required before I can contact a federal agency on your behalf. Please download and complete my [Privacy Release Form](#) and return it, along with all necessary documents related to your case (letters to and from the agency, medical forms, applicable case numbers, etc.), to the district office that is handling your case:

Albany Office

235 West Roosevelt Ave
Albany Towers, Suite 114
Albany, GA 31701
Phone: (229) 439-8067
Fax: (229) 436-2099

Columbus Office

18 Ninth Street, Suite 201
Columbus, GA 31901
Phone: (706) 320-9477
Fax: (706) 320-9479

Below you will find a list of agencies that I can help you with. Click on the agency name to visit its Web site:

[Department of Education](#)

Student Loans, Financial Aid Applications

[Federal Communications Commission \(FCC\)](#)

Digital TV Transition

[Federal Emergency Management Agency \(FEMA\)](#)

Disaster Assistance and Emergency Preparedness

[Department of Housing and Urban Development \(HUD\)](#)

Fair Housing Rules, Affordable Housing

[Immigration and Naturalization Service \(INS\)](#)

Citizenship and Permanent Residency, Immigration Forms

[Internal Revenue Service \(IRS\)](#)

Tax Forms, Taxpayer Assistance

[Department of Labor](#)

Family and Medical Leave Act, COBRA Coverage, Pensions

[Medicare](#)

Eligibility and Benefits, Medicare, Medicaid, Childrens Health Insurance

[Military/Department of Defense](#)

Military Pay Scales, TRICARE Benefits, Enlistment Opportunities, Deployment Listings

[Office of Personnel Management](#)

Federal Employees and Employment Opportunities

[Postal Service](#)

Mail Delivery Problems, Postal Rates

[Social Security Administration](#)

Social Security Eligibility and Benefits

[State Department](#)

Passports, Visas, Travel Warnings

[Veterans Administration](#)

VA Hospitals and Facilities, Veterans Benefits

*****Please note that I am unable to assist in cases involving the state and local government. For assistance with cases of this nature, please contact you [state senator or representative](#) , or y
our local government***